



## Spotlight 29 Casino



**Job Title:** Beverage Supervisor  
**Department:** Food & Beverage  
**Job Type:** DOE  
**Status:** Exempt

**Job Summary:**

Under the guidance of the Beverage Manager, assist in the day-to-day operations of the Beverage Department to ensure all customers are given the proper level of customer service, establish the tone for the shift, train department staff, ensure conformance of all established Beverage Department policies and standards.

***ESSENTIAL DUTIES AND RESPONSIBILITIES:***

- Provide outstanding customer service to guests and all other employees by exceeding our mission statement to be the premier entertainment experience in the Coachella Valley.
- Assist in scheduling, Kronos, requisitions and allocating beverage department employees to ensure appropriate levels of coverage according to probable and actual number of guests, promotional and seasonal Casino activities, and customer traffic.
- Assist, when necessary, in providing service to customers to insure the quality of customer service is maintained at all times for Casino guests.
- Appraise performance, train, reward and discipline, resolve service as well as employee issues of beverage department employees.
- Insure beverage department staff adheres to Casino's cashing handling policies and procedures.
- Insure that the Casino bars as well as all service bars are properly stocked with all necessary supplies.
- May assist in the interviewing of job applicants interested in joining the staff.
- Ensure compliance with all Minimum Internal Control Standards (MICS) as well as all Tribal Internal Control Standards (TICS)
- Present a positive image of the Casino to its guests and vendors and to assist them as required.
- Must follow all safety policies and procedures and attend all scheduled safety meetings and training as a condition of employment.
- Perform any other duties that may be assigned from time to time.

***SUPERVISORY RESPONSIBILITIES:***

Carry out administrative and supervisory responsibilities in accordance with the organization's policies and applicable laws. Directly responsible for the level of beverage service to the customer. Interview, hire, and train employees; plan, assign, and direct work; appraise performance, reward and discipline employees; address complaints and resolve problems.

***EDUCATION AND EXPERIENCE (MUST BE DOCUMENTED):***

- Must possess a high school diploma or G.E.D. equivalent
- Associate's degree (A. A.) or equivalent from two-year college or technical school preferred
- Six months to one year related experience preferred

***CERTIFICATION, LICENSES AND ANY ADDITIONAL REQUIREMENTS:***

- Must pass pre-employment and periodic random drug screens
- Must pass pre-employment physical
- Must obtain a food ServSafe certificate

- Must be able to pass background suitability investigation
- Must obtain a Tribal Gaming License
- Must provide proof of eligibility to work in the United States within 72 hours of employment
- Must be at least 21 years of age or older.

***WORK ENVIRONMENT:***

- The Casino is open 24 hours per day, seven (7) days per week; therefore, you must be flexible to work any and all shifts.
- The Casino is a gaming facility.
- The Casino is not a smoke-free environment.
- While performing the duties of this Job, the employee is occasionally exposed to fumes or airborne particles; outside weather conditions and vibration. The noise level in the work environment is usually loud.
- The employee is occasionally required to work under extreme temperature variations ranging from cold refrigeration units to extreme heat.
- Be aware that surveillance cameras and audio equipment monitor the premises recording activity throughout the facility on a 24-hour, 7- day per week basis.